



ADSS Cymru

Yn arwain Gwasanaethau
Cymdeithasol yng Nghymru

Leading Social Services in Wales

Association of Directors of Social Services (ADSS) Cymru

Assessing the readiness of Social Services departments
to implement Copilot into Adult Social Care

Copilot Live Demonstration

26th November **2024**

Assessing the readiness of Social Services departments to implement Copilot into Adult Social Care

Setting the strategic direction:

- The national digital strategy for social care emphasises the importance of leveraging technology to enhance the quality and efficiency of care services.
- This involves integrating digital solutions into the social care system to improve service delivery, support care providers, and empower those receiving care.
- This project is integral to this national vision, implementing technologies such as AI to streamline operations, improve decision-making, and deliver personalised care.
- The Social Care Engine Room oversees the progress and implementation of digital and AI projects within the social care sector, ensuring alignment with broader goals and adjacent projects to enhance care outcomes.
- The Digital Advisory Group (DAG) supports this by providing expert guidance and strategic direction, making sure that projects are technically sound and well-integrated into existing infrastructure.
- Some Local Authorities have already started this process and have expressed an interest in sharing their experiences with others.

Assessing the readiness of Social Services departments to implement Copilot into Adult Social Care

Scope of the Project

To assess the **digital and workforce** readiness of Social Services Teams of 22 local authorities in Wales to implement Microsoft Copilot to support the delivery of statutory care assessment and care management processes within Adult Social Work Teams. Therefore, this project will focus on three functions:

- Information, advice and assistance provided through a first point of contact
- The assessment of need and care planning
- The review of care and support assessments.

Assessing the readiness of Social Services departments to implement Copilot into Adult Social Care

Project Team

- Nicki Harrison, Project Manager, ADSSC
- Glenda George, Workforce Lead, ADSSC
- Hannah Thomas, Project Team Member, ADSSC
- Ainsley Bladon, Project Team Member, ADSSC
- Tina Mathias, Project Support, ADSSC
- Ryan Lewis, Chief Technical Officer, Stable
- Matt Munslow, Chief Learning Officer, Stable

Assessing the readiness of Social Services departments to implement Copilot into Adult Social Care

Assessing Workforce Readiness

Launched on 30th October 2024 – engaged a number of key stakeholders

- **Copilot Live Demonstration**” – 26th November 2024
- Establish a **Champions Network** – will run the duration of the Project
- Recruit **Regional Champions** who will represents their local authorities
- Facilitate additional **focused groups** for frontline staff, practitioners and managers
- **Focused interviews** with the 22 Local Authorities around workforce readiness



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Leading Social Services in Wales

Copilot Live Demonstration

STABLE

PEOPLE. TECHNOLOGY. SOLUTIONS.

6 Ways Microsoft Copilot Could Change the way you work

Matt Munslow

Chief Learning Officer

Stable

Pontcanna, Cardiff



Microsoft Copilot for Social Services in Wales

STABLE
PEOPLE. TECHNOLOGY. SOLUTIONS.

Dec
2023

A study into the impact M365
Copilot could have on daily duties of
Social Services in Wales

Report produced by Stable
Ryan Lewis

Caveats

- We're experimenting
- We're not replacing humans
- Your organisations data is private
- **Today's data is fabricated**

Demo

Scenario: Case Review

Scenario: Case Review

Andy Smith

- Social Care Professional
- Vale of Glamorgan Council

Sam Jones

- Social Care beneficiary
- Having difficulties after a fall

Transcript

- A recorded conversation between a social care worker and their client.
- A good source of information for Copilot to draw conclusions from.

0:0:4.720 --> 0:0:6.480
Smith, Andy
Now I think we're recording.

0:0:6.480 --> 0:0:8.320
Smith, Andy
Now that's good.

0:0:7.910 --> 0:0:8.790
Jones, Sam
Yeah, we are.

0:0:10.50 --> 0:0:11.410
Smith, Andy
Hello, missus Jones.

0:0:11.930 --> 0:0:13.970
Smith, Andy

Use Cases

1. Summaries

2. Sentiment

3. References

4. Assessments

5. Redacting

6. Translating

Demo

1. Summaries



Work

Web

New chat



Copilot

Your AI assistant for work

Prep for that meeting

Help me prepare for

Teams Chats and Posts

Get calendar info

When's my next meeting with

Ans Aspden ?

Track your tasks

What should be on my radar from emails last week?

Check Teams mentions

Summarise Teams messages where I was @mentioned this week.

Generate ideas

List ideas for a fun remote team building event

Jump-start a draft

Create an FAQ based on doc

View prompts

Message Copilot



+ Add people, files and more for better results

0 / 16000



Home



Copilot



Create



OneDrive



Feed



Apps

Can you summarise this transcript for me? [Teams Call Transcript.docx](#)

Sure, Matt! Here is a summary of the [Teams Call Transcript](#):

The call was between **Andy Smith** and **Sam Jones**. Andy, a social worker from the Vale of Glamorgan Council, initiated the conversation by confirming the recording and introducing himself. He explained his role and the purpose of the call, which was to discuss Sam's recent fall at home and the difficulties she has been experiencing ¹.

... situation, and she mentioned that she lives alone since her husband passed weekends but feels isolated during the week. Sam expressed concerns and difficulty in performing daily activities such as going upstairs, using the therapist and an occupational therapist to help Sam with exercises, home to improve her safety and confidence. He also mentioned the for emergencies ¹.

Sam appreciated the suggestions but expressed hesitation about joining social groups due to her discomfort with meeting strangers. Andy offered to look into local groups and discuss the options with Sam's daughter ¹.

Teams Call Transcript

Word | Matt Munslow modified on 09/10/2024

List key points

Who contributed?

Ask about this

Can you provide more details about the suggestions Andy made for Sam?

What were Sam's specific concerns about joining social groups?

Can you summarize the next steps Andy promised to take?

 **View prompts**

Message Copilot

Demo

2. Sentiment



Copilot

Can you summarise this transcr...

Work

Web

 **New chat**



Andy asked Sam about her living situation, and she mentioned that she lives alone since her husband passed away. She has children who visit on weekends but feels isolated during the week. Sam expressed concerns about her mobility, fear of falling, and difficulty in performing daily activities such as going upstairs, using the bathroom, and preparing food ¹.

Andy suggested involving a physiotherapist and an occupational therapist to help Sam with exercises, equipment, and modifications to her home to improve her safety and confidence. He also mentioned the possibility of using a telecare alarm for emergencies ¹.

Sam appreciated the suggestions but expressed hesitation about joining social groups due to her discomfort with meeting strangers. Andy offered to look into local groups and discuss the options with Sam's daughter ¹.

The call concluded with Andy promising to write up a report of their conversation and arrange for the therapists to visit Sam ¹.

Is there anything specific you would like to know more about from the transcript?



Teams Call Transcript

 Ask

SharePoint: Learning > ... > NSCC

Matt Munslow modified yesterday

1



Teams Call Transcript

 **View prompts**

Message Copilot

 Add people, files and more for better results

0 / 16000



Home



Copilot



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Feed



Apps

Demo

3. References



Work

Web

New chat



Copilot

Your AI assistant for work

Prep for that meeting

Help me prepare for

Joiners Workshop #2

Stay informed

What's the latest from

A Ans Aspden, organised by emails, chats, and files?

Help me write

Write an email to my team about our top priorities for next quarter from file

Express it visually

Create a Gumby-style clay model image of the polluted Earth.

Communicate visually

Illustrate a romantic pop art image of an office worker experiencing a dramatic coffee crisis.

Jump-start a draft

Create an FAQ based on doc

View prompts

Message Copilot

+ Add people, files and more for better results

0 / 16000



Need help?



Home



Copilot



Create



OneDrive



Feed



Apps



M365 Chat

Sam Jones Case Review January ...

Work

Web

+ New chat



Key Area of Concern	January 2024	July 2024	October 2024
Mobility Issues	Mrs. Jones reported increasing difficulty walking due to worsening arthritis, especially on stairs and uneven surfaces. She expressed frustration with the limited range of movement ¹ .	Mrs. Jones is now unable to walk without a frame and requires assistance with daily activities such as dressing, bathing, and cooking ² .	Mrs. Jones mentioned that she is worried about falling and has been sleeping on the sofa to avoid using the stairs ³ .
Family Tensions	Mrs. Jones' son, John, had been urging her to consider moving to an assisted living facility, leading to arguments during their visits ¹ .	Communication between Mrs. Jones and her daughter, Jenny, has broken down entirely due to frustration with Mrs. Jones' refusal to move to assisted living ² .	Mrs. Jones expressed that she feels isolated and does not receive many visitors during the week ³ .
Home Adaptations	An occupational therapist recommended installing grab bars in the bathroom and a stairlift, but Mrs. Jones declined due to cost concerns ¹ .	Following a fall in July, a stairlift was installed, and Mrs. Jones agreed to modifications, including grab rails and non-slip flooring ² .	Mrs. Jones discussed the need for further adaptations, such as a telecare alarm and assistance with daily activities ³ .

Can you provide more details on the family tensions mentioned in the table?

What are the recommendations for addressing the mobility issues?

Can you summarize the key points from the Teams call transcript in October 2024? [View prompts](#)

Message Copilot

+ Add people, files and more for better results

0 / 16000



Home



Copilot



Create



OneDrive



Feed



Apps

Area of Concern	January 2024	July 2024	October 2024
Fall Incidents	Mrs. Jones experienced a fall in December 2023 while reaching for a high cupboard, resulting in bruising to her hip[1].	Mrs. Jones fell again in July 2024 in her garden, resulting in a fractured wrist and a three-day hospitalization[2].	Mrs. Jones mentioned slipping on the stairs recently, which has made her anxious about using them[3].
Mobility Issues	Mrs. Jones reported increasing difficulty walking due to worsening arthritis, especially on stairs and uneven surfaces[1].	Mrs. Jones is now unable to walk without a frame and requires assistance with daily activities[2].	Mrs. Jones expressed concerns about her mobility, particularly her ability to move around the house and garden[3].
Family Tensions	Mrs. Jones' son, John, urged her to move to an assisted living facility, leading to arguments[1].	Communication between Mrs. Jones and her daughter, Jenny, has broken down due to frustration over her refusal to move to assisted living[2].	Mrs. Jones mentioned that her daughter helps her occasionally but is usually in a rush and finds it awkward[3].

[1]: Sam Jones Case Review January 2024.docx [3]: Teams Call Transcript October 2024.docx [2]: Sam Jones Case Review July 2024.docx

References

[1] [Sam Jones Case Review January 2024](#)

[2] [Sam Jones Case Review July 2024](#)[3] [Teams Call Transcript October 2024](#)

Demo

4. Assessments

Select the icon or press ⌘+\ to draft with Copilot

Demo

5. Redacting

encourage more involvement from family members in daily care.

Social Engagement Opportunities:

Facilitate attendance at local day care centers or social groups.

Consider involving a companion to help Sam Jones feel comfortable.

Home Environment Improvements:

Continuous assessment and implementation of necessary adaptations.

Ensure the environment is safe and conducive to independent living.

Conclusion

Addressing the recurring issues of mobility, family tensions, isolation, and home safety is crucial for Sam Jones' wellbeing. Through enhanced physiotherapy, effective use of telecare systems, improved family support, engagement in social activities, and continuous home environment adaptations, we can significantly improve her quality of life. Regular reviews and interventions will ensure that her needs are met promptly and effectively.

Keep it [Refresh] [Delete] For example, "Shorten the last paragraph" [Apply]

Demo

6. Translating

Encourage more involvement from family members in daily care.

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Questions & Answers



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Thank you for listening and for
contributing today